01

Data accessibility

Problem today

Modern organizations are overwhelmed by data. They have massive amounts of it but have serious data *accessibility* problems.

In Ivanti's 2024 State of Cybersecurity Report, 72% of respondents said security data and IT data at their organizations are siloed. That increases cybersecurity risks, lowers productivity and prevents organizations from readily accessing data that can offer a holistic view of their security and IT operations.

Why do these data access problems persist?

- **Ineffective data governance:** Without proper data governance policies, standards and procedures, data management is often applied inconsistently across the organization.
- **Data complexity:** Organizations — particularly large ones — have data residing in various systems, databases and formats (structured, unstructured, etc.), making the data landscape extremely difficult to navigate.
- **Security barriers:** Strong security protocols and data privacy requirements, while essential, can inadvertently bar data access by those with legitimate needs — and diverging IT/security goals can reinforce these barriers if not carefully balanced.
- **Legacy systems and technical debt:** Outdated infrastructure means organizations can't easily deliver data integration capabilities, scalability or user-friendly interfaces.

Get the Executive Summary

Democratizing IT Data
Executive Summary and Key Findings

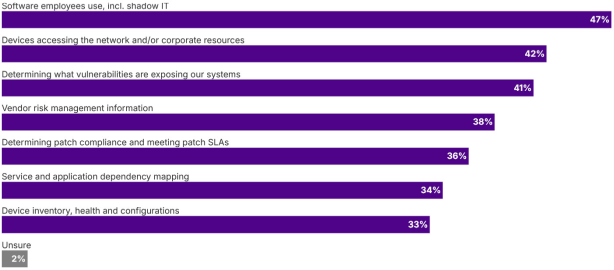
What's Inside:

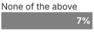
- Key takeaways
- Sharable charts
- Editable slides

Download Executive Summary

Insufficient data is a barrier to informed security decisions

Q: In which of these areas do you feel you have insufficient data to make informed security decisions?





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Responses from IT and security professionals (n=706).

Why it matters

When IT cannot readily access data, it has serious knock-on effects — from dragging down productivity and operational efficiency to impeding data-driven decision-making and slowing innovation.

82%
of IT professionals say data silos negatively impact productivity.

63%
say data silos slow security response times.

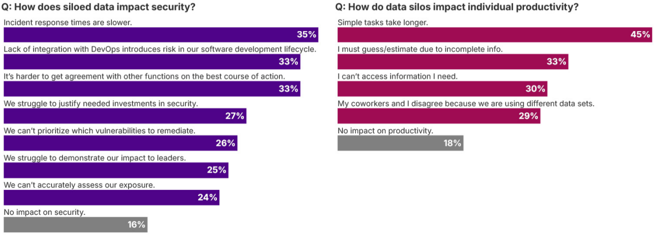
54%
say silos weaken the organization's security posture.

One of the most significant negative impacts may be to AI deployment. AI promises outsized efficiency and insights to organizations that adopt it … but **without accessible, standardized data, even data-rich organizations cannot capitalize on the potential of AI.**

Case in point: Use of AI/automation for IT ops is still relatively low — for example, just 40% of organizations use AI-aided help desk ticket resolution, and only 31% use intelligent escalation.

Ivanti CIO Robert Grazioli puts it plainly: "**Without data, you're not going to have AI.** You need to establish data governance, create cross-functional teams and then focus on your data architecture. Those three things will lay the groundwork for you to successfully meet your expectations around AI."

Siloed data negatively impacts security and productivity


Q: How does siloed data impact security?

Q: How do data silos impact individual productivity?

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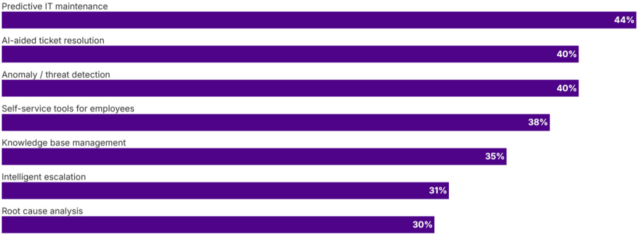
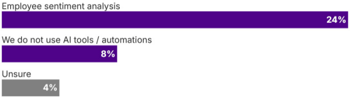
Responses from IT professionals only (n=1,200).

AI is used most often for predictive IT maintenance and ticket resolution

Q: Which of these AI tools and automations does your organization currently use?





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Responses from IT professionals only; respondents could select multiple options (n = 1,200).

02

Data blind spots

Problem today

A lack of data *access* isn't the only problem. **Organizations also suffer from serious data blind spots** — areas where critical information is hidden from view.

These blind spots inhibit IT teams' ability to analyze data across the organization and make data-driven, informed decisions. And from a security point of view, these blind spots can also lead to data breaches, ransomware attacks or network intrusions.

A prime example of a data blind spot: poor asset visibility. IT teams need access to telemetry data across a massive spectrum of systems, applications, users, devices and much more. But that's just one dimension of the problem: getting a handle on known assets. IT teams also need the means to discover what unknown devices are using their organizations' networks.

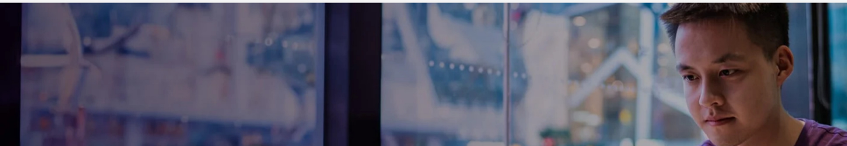
Ivanti's research shows IT teams struggle to track even the basics.

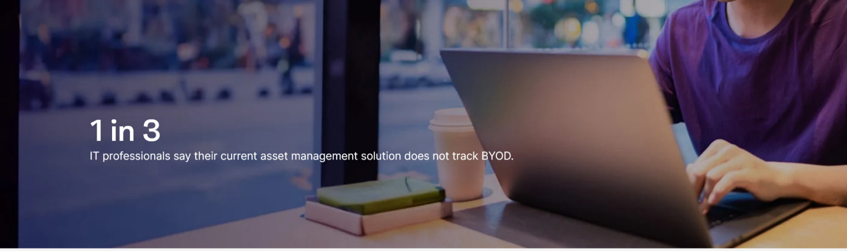
Unmanaged BYOD is another serious blind spot.

39%
of IT teams track device usage.

35%
log device age.

32%
track license provisioning.





1 in 3

IT professionals say their current asset management solution does not track BYOD.

Why it matters

Organizations need to shine a light on these blind spots to dramatically expand asset visibility. The benefits of doing so include:

1. **Improved workflow efficiency:** By standardizing and tracking the enormous amount of telemetry data that flows from edge to cloud, organizations can leverage the massive efficiencies promised by AI and automation.
    - For example: automating tickets to developers, IT teams and security teams — all based on signals from devices, applications, systems, etc.
2. **Reduced cybersecurity risks:** By discovering, managing and securing all shadow IT, including unmanaged BYOD, organizations can reduce their attack surface and mitigate risks. To be clear, BYOD itself is not the problem. But allowing BYOD requires *managing* it.
    - Leaving IT in the shadows risks data leaks, malware infections, unauthorized access, compliance issues and other vulnerabilities that could have serious legal and reputational consequences across the entire organization.
3. **Informed, data-driven decision making:** Ready access to data can significantly improve decision making by providing insights into system performance, user behavior, operational efficiency and much more. These insights can help IT teams be more strategic — and effective — in making technology investments, allocating resources and developing long-range plans that will ultimately improve outcomes and efficiency.

ivanti
Connected and Secured Asset Data in One Place

How to unify your asset data.

03

Using data for efficiency

Problem today

Everywhere Work has driven up workloads for IT teams. 56% of those surveyed say help desk ticket volume is up, and 40% identified “More employees working remotely” as a contributing factor.

That increase in ticket volume may be contributing to talent turnover.

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ITSM+
Toolkit

See more on improving IT workflows.

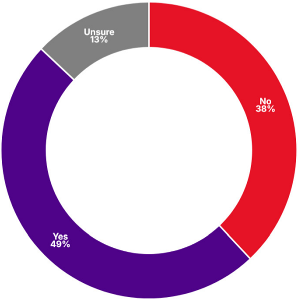
1 in 4

IT professionals (23%) say a colleague has resigned due to burnout.

When IT fails to treat data as a strategic organizational asset, it adds to these IT operations logjams — driving up inefficiency and driving down employee satisfaction.

Help desk ticket volume has increased year-over-year

Q: Has help desk ticket volume at your organization increased over the last year?



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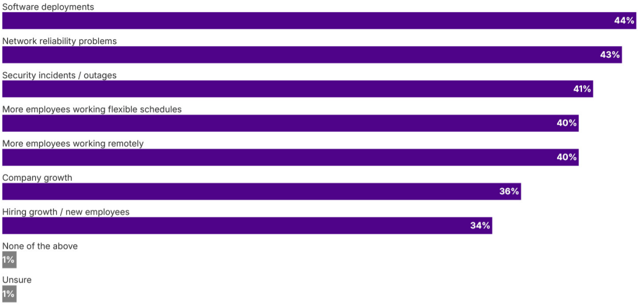
Responses from IT professionals only (n=1,181).

IT professionals cite multiple factors for rising ticket volume

Q: Which of these factors contributed to the increase in help desk tickets?



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Responses from IT workers who report an increase in help desk ticket volume (n = 584).

Why it matters

Among IT professionals and leaders surveyed by Ivanti, the most cited strategic priority was "optimizing costs." What's more, a lack of skills/talent was the most cited barrier to effective IT operations.

When data is managed effectively, organizations can do both of these things: drive down costs and address skills shortages.

For example, most help desk tickets lack crucial information to speed resolution. Having ready access to relevant data associated with an IT ticket (e.g., device data, access permissions, etc.) can slash mean time to repair (MTTR) — among the most important metrics for the service desk.

AI has a role here as well: 84% of IT professionals believe AI and automation solutions — such as root-cause analysis and predictive maintenance — can help decrease IT ticket volume.

All these data-driven improvements are not just about efficiency. Improved access to data pays other important dividends. It can:

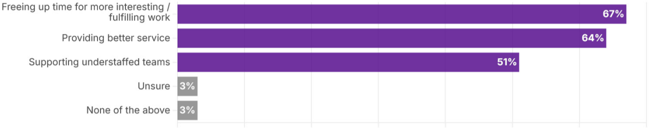
- Help your employees do more meaningful work. 67% of IT professionals believe generative AI and automation can free up time for more interesting and fulfilling work.
- Offer insights to make more informed, strategic business decisions beyond cost optimization — whether by honing your understanding of customer behaviors, designing more accurate business forecasts or supporting product development decisions.

ivanti
Toolkit:
Harnessing Automation to Optimize IT Operations

See more on how AI and automation optimizes IT ops.

IT teams believe AI and automation will allow them to do more fulfilling work

Q: Which of these positive impacts do you believe gen AI and automation will have on the IT organization?



Source: 2024 Democratizing IT Data Report | Ivanti
Responses from IT professionals only; respondents could select multiple options (n = 1,200).

04

Data standardization

Problem today

IT has a significant problem with data standardization.

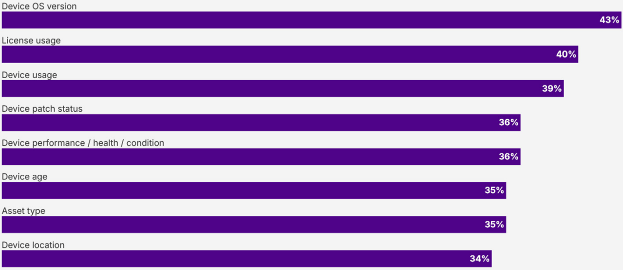
The question: “Which of these do you currently track as part of your IT asset management practice?” yielded surprisingly low response rates ***across all possible answers*** — suggesting how little consensus there is among IT admins about what types of data should be identified, collected and managed.

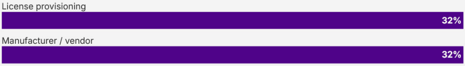
And many organizations are not taking advantage of a configuration management database (CMDB), which significantly enhances visibility of IT infrastructure and relationships and boosts efficiency.

These are all serious missed opportunities.

IT asset management lacks standardization

Q: Which of these do you currently track as part of your IT asset management practice?

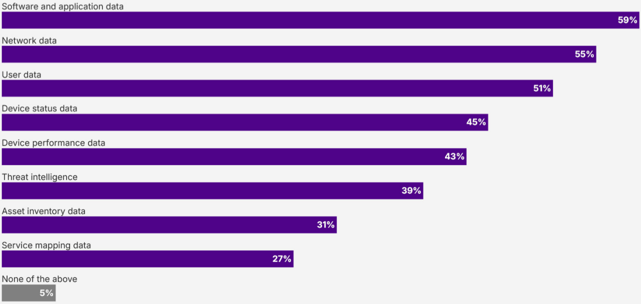




2024 Democratizing IT Data Report | Ivanti
Showing only the top 10 most selected options
Responses from IT professionals only; respondents could select multiple options (n = 1,200).

Many data types are valuable for IT and security productivity

Q: Which of these types of data are valuable to do your job?



2024 Democratizing IT Data Report | Ivanti
Responses from IT professionals only; respondents could select multiple options (n = 1,200).

Why it matters

The power of IT data is the ability to **access** it at the right moment, **standardize** and **normalize** it so that it can inform decisions across the organization and **map** it so that teams can understand dependencies (i.e., how certain events/decisions can impact others).

The opportunities for driving efficiency and excellence are nearly endless:

- **IT Ops:** Automatically and intelligently route help desk tickets. For example, when an employee submits a ticket, an AI-powered help desk bot analyzes the ticket details, categorizes the problem and routes it to the most appropriate agent based on expertise and current workload.
- **Security:** Aggregate and analyze data in real time from network traffic logs, user activity, threat intelligence feeds, etc., and — using machine learning and AI — identify patterns, anomalies and potential threats *before* they occur.
- **Business decision making:** Mine data from internal systems, supply chains, customer interactions and more to optimize internal business processes, allocate resources effectively, reduce costs and drive innovation across the enterprise.

Building strong IT and security foundations
Three added benefits of understanding your IT estate

Discover benefits of understanding your IT estate.

> **Companies have tons and tons of data, but [success] isn't about data collection, it's about data management and insight.**
>
> — Prashanth Southekal, business analytics author, professor, head of the Data for Business Performance Institute

05

Action steps

Drive greater efficiency by focusing on your “data fabric”

Dr. Srinivas Mukkamala
Chief Product Officer, Ivanti

Your devices, users, software ... everything produces data and telemetry. All that data needs to be woven into a so-called “data fabric” — a unified, accessible view of your organization’s data from different systems, teams and sources. Your single source of truth.

Once you have that data fabric in place, you can then apply AI and analytics to comb through all those millions of data points, making connections and mining deep insights that humans alone cannot.

The best way to optimize workflows and remove friction is to first build that data fabric. Define the key problems you want to solve, then build solutions on top of that unified data foundation. Don’t expect magical efficiencies just from buying a product — you need that underlying data fabric strategy. 80% of the value will come from integrating your core data sources, but the remaining 20% will be very specific to your organization’s needs. So start by understanding what data you have and where, then weave it into a fabric. Within that, define the lanes for different teams to access what they need. If it’s operations data, the ops team owns it. If it’s security data, that’s the security team’s domain. But they’re all building on that same unified data fabric as the foundation. That’s how you enable true enterprise automation and efficiency.

Build your single source of truth

Robert Grazioli
Chief Information Officer, Ivanti

There’s a lot of buzz around AI, but there are three specific areas companies need to focus on in the near term to activate their AI strategy:

- **Put together a cross-functional group** to analyze how AI will power innovation, productivity, cybersecurity, employee satisfaction and much more. This tiger team of professionals should have the knowledge and influence to surface the most rewarding use cases for an AI-powered, data-activated platform.

- **Support an internal culture** that can leverage the very best of AI. Design a culture and governance structure that empowers employees to embrace AI across the organization, and drive it to become a powerful, productive force. One of the biggest disruptions in the AI revolution is the ability for all employees to query the data, retrieve information and access the insights they need — without IT intermediaries. This is a massive cultural shift that organizations must prepare for.
- **Break down data silos and build an AI-primed data architecture.** The goal is a "singularity of information" — always-on access to data that is clean, validated, standardized and highly accessible across applications, systems, users, etc. For example, when an IT team has full and total integration between their asset manager and ITSM system, they can proactively solve a problem *before* it requires human intervention — whether that's installing a new patch, fixing slowed performance or reacting to any other data "signal" across a vast tech ecosystem. And remember, data accessibility isn't just important for employees; AIs also need ready access to training data to continuously evolve and improve.

Treat data as a strategic asset to unlock value

Sirjad Parakkat
Vice President of Engineering, Ivanti

When organizations treat data as an asset, they invest in it, manage it, measure it and protect it, just as they would a traditional asset.

- **Get consensus** from the IT team on the specific, measurable business objectives they will track (e.g. improving customer experience, driving innovation or streamlining operations).
- **Invest in the right infrastructure and tooling** to bring data from multiple sources into a single, unified view — for example, investing in a Configuration Management Database (CMDB).
- **Measure ROI for all data projects and investments** with clear, established metrics.
- **Showcase your successes.** By continuously demonstrating the value derived from data-related initiatives you can build a culture of data-driven decision making as the norm for your organization.

Once you have your objectives aligned and your data accessible, it's time to apply AI on your data to deliver deep insights and prescriptive analytics.

Methodology

This report is based in part on two surveys conducted by Ivanti in late 2023 and early 2024: "2024 Everywhere Work Report: Empowering Flexible Work" and " 2024 State of Cybersecurity: Inflection Point." In total, these two studies surveyed 15,000 executive leaders, IT professionals, security professionals and office workers. This report looks specifically at the 3,059 leaders, IT professionals and security professionals surveyed across the two studies.